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**Annual 47 C.F.R. § 64.2009(e) CPNI Certification****EB Docket 06-36**Annual 64.2009(e) CPNI Certification for: 2007Date filed: February 14, 2008Name of company covered by this certification: WAVERLY HALL TELEPHONE, LLC.Form 499 Filer ID: 807006Name of signatory: Robert L JonesTitle of signatory: General Manager

I, Robert L. Jones, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

WAVERLY HALL TELEPHONE, LLC.

BY: 

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## **STATEMENT OF COMPLIANCE WITH CPNI RULES**

**WAVERLY HALL TELEPHONE, LLC.** (the "Company") has implemented the following procedures to ensure that it is compliant with Part 64 of Title 47 of the Code of Federal Regulations, Subpart U – Customer Proprietary Network Information (CPNI), § 64.2001 through § 64.2011.

### **Compliance Officer**

The Company has appointed a CPNI Compliance Officer. The Compliance Officer is responsible for ensuring that the Company is in compliance with all of the CPNI rules. The Compliance Officer is also the point of contact for anyone (internally or externally) with questions about CPNI.

### **Employee Training:**

The Compliance Officer arranges for the training of all employees on an annual basis, and more frequently as needed. Any new employee is trained when hired by the Company. The training includes, but is not limited to, when employees are and are not authorized to use CPNI, and the authentication methods the company is using. The detail of the training can differ based on whether or not the employee has access to CPNI.

After the training, all employees are required to sign a certification that they have received training on the CPNI rules, that they understand the Company's procedures for protecting CPNI and they understand the Company's disciplinary process for improper use of CPNI. The employees are informed as to where the Company's CPNI manual with the rules is kept in the business office.

Employees are instructed that if they ever have any questions regarding the use of CPNI, or if they are aware of CPNI being used improperly by anyone, they should contact the Compliance Officer immediately.

### **Disciplinary Process**

The Company has established a specific disciplinary process for improper use of CPNI. The disciplinary action is based on the type and severity of the violation and could include any or a combination of the following: **retraining the employee on CPNI rules, notation in the employee's personnel file, formal written reprimand, suspension or termination.**

The disciplinary process is reviewed with all employees.

A copy of the Company's disciplinary process is kept in the CPNI manual.

### **Customer Notification and Request for Approval to Use CPNI**

The Company has not provided notification to its customers and has not asked for approval to use CPNI because it only uses CPNI in those instances where it is permissible to use CPNI without customer approval. It does not share the customer's CPNI with any joint venture partner, independent contractor or any other third party. For marketing purposes, the Company does mass marketing to all customers, or uses CPNI to market only service offerings among the categories of service to which the customer already subscribes.

If the Company receives a call from a customer who wants to discuss services outside of the customer's existing service offerings, the customer service representative uses the oral notification for one time use of CPNI to obtain approval for the duration of the call only.

### Marketing Campaigns

The Company does mass marketing to all customers, or uses CPNI to market only service offerings among the categories of service to which the customer already subscribes.

### Authentication

The Company does not disclose any CPNI until the customer has been appropriately authenticated as follows:

**In-office visit** - the customer must provide a valid photo ID matching the customer's account information.

**Customer-initiated call** - If the customer wants to discuss call detail information that would violate CPNI rules, the following guidelines are followed:

- If the customer can provide all of the call detail information (telephone number called, when it was called, and the amount of the call) necessary to address the customer's issue, the Company will continue with its routine customer care procedures.
- If the customer cannot provide all of the call detail information to address the customer's issue, the Company will: (1) call the customer back at the telephone number of record, (2) send the information to the address of record, or (3) ask the customer to come into the office and provide a valid photo ID.

### Notification of Account Changes

The Company promptly notifies customers whenever a change is made to any of the following:

- Online account.
- Address of record.

The notification to the customer will be made by a letter sent to the postal address of record for address of record change. The Company has a process for tracking when a notification is required and recording when and how the notification is made. This is done manually by the CSR and Office Manager and filed in the CPNI manual.

The notification to the customer will be made by email to the electronic address of record for online account changes. The Company has a process for tracking when a notification is required and for recording when and how the notification is made. The software program generates the notification letter.

### Notification of Breaches

Employees will immediately notify the Compliance Officer of any indication of a breach. If it is determined that a breach has occurred, the Compliance Officer will do the following:

- Notify the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI) as soon as practicable, but in no event later than 7 business days

after determination of the breach. The notification will be via the FCC link at <http://www.fcc.gov/eb/cpni>.

- Notify customers only after 7 full business days have passed since notification to the USSS and the FBI, unless the USSS or FBI has requested an extension.
- If there is an urgent need to notify affected customers or the public sooner to avoid immediate and irreparable harm, it will be done only after consultation with the relevant investigating agency.
- Maintain a record of the breach, the notifications made to the USSS and FBI, and the notifications made to customers. The record should include dates of discovery and notification, a detailed description of the CPNI that was the subject of the breach, and the circumstances of the breach.

#### Summary of Consumer Complaints

There were no consumer complaints regarding unauthorized release of CPNI in previous year.

#### Action against Data Brokers

There were no actions taken against data brokers or pretexters for unauthorized access to CPNI in the previous year.

#### Record Retention

The Company retains all information regarding CPNI in the CPNI Manual located in the business office. Following is the minimum retention period we have established for specific items:

- Marketing campaigns – one year
- Breaches – two years
- Annual certification – five years
- Employee training certification – two years
- All other information – two years